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FROM: Amy J. Pattillo  
Tel No: 512-402-9820

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Docket No. AUS920010830US1 Serial No. 10/015,383 Atty: AJP

Applicant: BROWN ET AL \_\_\_\_\_

X Amendment X Certificate of Facsimile  
X Transmittal Letter

Deposit Acct. No. 09-0447

Fees: Amendment X Notice of Appeal \_\_\_\_\_ Appeal Brief \_\_\_\_\_ Other \_\_\_\_\_

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DOCKET NUMBER: AUS920010830US1

In re application of: Michael Wayne Brown, et al.

Serial No.: 10/015,383

Filed: 01/22/2002

For: PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE

Mail Stop Box Non-Fee Amendment (Pats)

COMMISSIONER FOR PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified Application.

☒ No additional fee is required.☐ The fee has been calculated as shown below:

	Claims Remaining After Amendment		Highest No. Previously Paid For		Present Extra	Rate	Addit. Fee
Total	19	MINUS	37	=	0	x 18 =	\$ 00.00
Indep.	3	MINUS	6	=	0	x 86 =	\$ 00.00
1st Presentation of Multiple Dep. Claim						x 286 =	\$ 00.00
TOTAL							\$ 00.00

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Respectfully submitted,

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,383 Confirmation Number: 2858 Filed: 12/12/2001 Title: PROMOTING USE OF EXPERTS TO CALLERS WAITING IN A HOLD QUEUE	: Before the Examiner: : Quynh H Nguyen : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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8/A  
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Amy Pattillo



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2/19/2004

Date

**REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Box Non-Fee Amendment (Pats)

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

AUS920010830US1

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PATENT  
10/015,383

Sir:

**A. INTRODUCTORY COMMENTS**

Responsive to the Office Action of November 20, 2003, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

AUS920010830US1

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